



**Measurement  
Canada**

An Agency of  
Industry Canada

**Mesures  
Canada**

Un organisme  
d'Industrie Canada

# STATEMENT OF COMPLAINT LOAD SURVEY (30)

## REQUESTOR

Investigation requested by				Service Type		Case No.
Purchaser	Owner	Tenant	Contractor (Utility)	Electricity	Gas	
Reason(s) for complaint (explain in detail)					Billing Period(s) in Question (Attach a copy of bills for the period)	
Describe any actions by your utility to address your concern					Date of Communication with Utility (yyyy-mm-dd)	

## PURCHASER / ACCOUNT DATA

Purchaser's Name	Utility Name	Account No.
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Mailing Address

City	Province	Postal Code	Home Telephone No.	Business Telephone No.
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## IMPORTANT: RIGHT TO WITNESS

Would you like to be present or represented at any meter test performed during this investigation?  Yes  No **(Meter may not be tested at the service location). You will receive the investigation conclusions in writing.**

\_\_\_\_\_  
Signature \_\_\_\_\_ Date (yyyy-mm-dd)

## DWELLING INFORMATION (Residential)

Type of Dwelling			
Single-family detached	Single-family semi-detached	Multi-tenant dwelling	
No. of Rooms	No. of Occupants	Area of the dwelling	How many square feet or m <sup>2</sup> (including basement)
	Adults ▶   Children ▶		

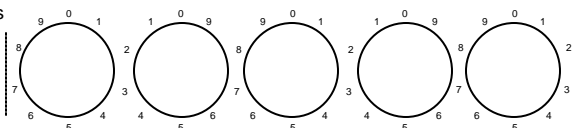
## ENERGY SOURCE (Residential / Industrial or Commercial)

Heating	Gas	Electricity	Oil	Dual energy	Heat pump
Water	Gas	Electricity	Oil	Other	
Range	Gas	Electricity	Other		

## METER READING (Residential / Industrial or Commercial)

**IMPORTANT - Draw the exact position of your meter pointers or write the readings displayed by the meter**

Display Positions	Date of Reading				Meter No.
Reading	Meter Location (if different)				



## GAS CONSUMPTION

Units	Consumption	Number of Units	Your Consumption
Natural Gas Water Heater (43000 btu/hr)	20 x 100 f <sup>3</sup> or 57 m <sup>3</sup>	x	=
Natural Gas Stove (20000 btu/hr)	5 x 100 f <sup>3</sup> or 14 m <sup>3</sup>	x	=
Natural Gas Furnace A (150000 btu/hr)	200 x 100 f <sup>3</sup> or 565 m <sup>3</sup>	x	=
Natural Gas Dryer (22000 btu/hr)	3 x 100 f <sup>3</sup> or 8 m <sup>3</sup>	x	=
Consumption for Summer Period	Total of YOUR Water Heater, Stove and Dryer consumption		
Consumption for Winter Period	Total of Summer Consumption + YOUR Furnace		

**SUMMER PERIOD (Electricity Consumption for 30 days)**

Electrical Appliances	Consumption in KWh	Number of Appliances	Your Consumption
Insulated Water Heater	500	x	=
Central Air Conditioner	480	x	=
Window-Mounted Air Conditioner	225	x	=
Freezer	100	x	=
Range	100	x	=
Frost-Free Refrigerator (2 doors)	150	x	=
Ordinary Refrigerator (1 door)	75	x	=
Dryer (3 hours / week)	80	x	=
Electronic Filter	100	x	=
Pool Filter (3/4 HP Engine)	500	x	=
Small and Lighting Appliances	150	x	=
Heat Pump (Air Conditioning)      Number of tons	400	x	=
Consumption for Summer Period			TOTAL "A" = Kwh

**WINTER PERIOD (Electricity Consumption)**

Electrical Baseboard Heating	Consumption in KWh	Number of Units	Your Consumption
2 - Feet Long (500 watts)	150	x	=
3 - Feet Long (750 watts)	225	x	=
4 - Feet Long (1000 watts)	300	x	=
5 - Feet Long (1250 watts)	375	x	=
5 1/2 - Feet Long (1500 watts)	450	x	=
7 - Feet Long (2000 watts)	600	x	=
8 1/2 - Feet Long (2500 watts)	750	x	=
Central Heating Electric Furnace			
12 KW      record 3600			
15 KW      record 4500			
15 KW with heat pump      record 2250		x	=
18 KW      record 5400			
20 KW      record 6000			
20 KW with heat pump      record 3000			
30 KW      record 9000			
Heat Pump (Heating)      Number of tons	500	x	=
Block Heater for Car	450	x	=
Oil Furnace Burner	300	x	=
			TOTAL "B" = Kwh

Consumption for the Winter Period      Total "A" + Total "B" - Air Conditioning and / or Pool Filter Consumption      Kwh

MEASUREMENT CANADA DOES NOT CHARGE FEES FOR THIS INVESTIGATION BUT YOUR UTILITY MAY ASSESS A SERVICE CHARGE FOR REMOVAL OF METER FROM SERVICE FOR TESTING. CONTACT YOUR UTILITY FOR MORE INFORMATION.

